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Norton **GoBack**

User's Guide

Norton GoBack™ 3.0 User's Guide

SYMANTEC SOFTWARE LICENSE AGREEMENT
Norton GoBack™

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Contents

Feature summary

1

Use the information in this section to familiarize yourself with the product.

This section includes:

- A list of all of the features in the product
- A brief description of each feature

The feature summary can help you determine which feature to use to solve a problem. Read the feature descriptions to locate the correct component to use.

Hard disk revert and file recovery tools

Norton GoBack restores lost data and system functionality caused by user error, computer viruses, system crashes, and software installation problems. Norton GoBack features let you:

Restore an entire hard disk to a previous date and time.	Records all changes to your hard disk so you can restore your disk to a time before the problem occurred. See "Restore your hard disk" on page 29.
Restore deleted, overwritten, or newer versions of files after restoring a disk.	If any files or revisions are lost when you revert your hard disk, Norton GoBack gives you the opportunity to restore those files immediately following a revert. See "Restoring files" on page 33.
Select files to restore from a GoBack virtual drive.	Create a Norton GoBack virtual drive to view your hard disk the way it was in the past. This is helpful for finding lost, misplaced, or accidentally erased folders and files. After viewing a Norton GoBack drive, you can decide whether to revert your entire hard disk or just selected files. See "Create a Norton GoBack drive" on page 37.
View the list of safe points for a disk.	Access a list of events, called safe points, related to your hard disk to help you determine when to restore your hard disk. See "View detailed time history" on page 25.
Stay protected when starting from a CD or floppy disk.	Record safe points even when starting your computer from a CD or floppy disk. See "Start a program from a CD or floppy disk" on page 39.

Installing Norton GoBack

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Before installing Norton GoBack, take a moment to review the system requirements.

If you think you have lost or destroyed data, or you purchased Norton GoBack because there is a problem with your hard disk, do not install the program and do not start Windows.

System requirements

To use Norton GoBack, your computer must have one of the following Windows operating systems:

- Windows 98/98SE/Me
- Windows 2000 Professional
- Windows XP Professional /Home Edition

Installation of Norton GoBack 3.0 is not supported on Windows 95/NT 4.0, Macintosh, Linux, BSD, UNIX, or server versions of Windows 2000/XP computers.

If you are planning to upgrade your Windows operating system from Windows 98/Me to Windows 2000/XP, you must uninstall Norton GoBack first and then reinstall after the upgrade is complete.

Your computer must also meet the following minimum requirements.

Operating system	System requirements
Windows 98/98SE/Me	≡ 133-MHz processor for Windows 98; 150-MHz processor for Windows Me ≡ 32 MB of RAM ≡ 200 MB of available hard disk space ≡ CD-ROM or DVD-ROM drive ≡ Internet Explorer 5.01 with Service Pack 2 or later (5.5 recommended)
Windows 2000 Professional Edition	≡ 166-MHz or higher processor ≡ 64 MB of RAM ≡ 200 MB of available hard disk space ≡ CD-ROM or DVD-ROM drive ≡ Internet Explorer 5.01 with Service Pack 2 or later (5.5 recommended)
Windows XP Professional/Home Edition Service Pack 1 Windows XP Tablet PC and Media Center Editions	≡ 300-MHz or higher processor ≡ 128 MB of RAM ≡ 200 MB of available hard disk space ≡ CD-ROM or DVD-ROM drive ≡ Internet Explorer 5.01 with Service Pack 2 or later (5.5 recommended)

Prepare your computer

If you have an earlier version of Norton GoBack, including Norton GoBack Personal Edition, the new version automatically removes the earlier version.

Before you install Norton GoBack, use these suggestions to prepare your computer:

❖ If you have any other recovery or rescue programs on your computer, you should uninstall them and restart your computer before installing Norton GoBack. To uninstall other programs, see the user documentation that came with each program.

❖ Close all other Windows programs before installing Norton GoBack, including those programs displayed in the Windows system tray.

About reserving space on your disk for Norton GoBack

During Norton GoBack installation, you will be able to select the amount of hard disk space to allocate to Norton GoBack if you perform a Custom Install.

For more information, see the online Help.

As a general guideline, allocate more than 10 percent of your disk if:

❖ Your computer has a relatively small hard disk (5 GB or less).

❖ You expect that the typical usage will involve intensive disk write operations.

❖ You plan on scheduling Auto-Reverts at weekly intervals.

Install Norton GoBack

Install Norton GoBack from the CD or if you *downloaded* your copy of the product, follow the instructions on the Web page.

If you have not already done so, close all other Windows programs.

To install Norton GoBack from the CD

1 Insert the CD into the CD-ROM drive.

If your computer is not set to automatically open a CD, you will have to open it yourself.

2 In the Norton GoBack window, click **Install Norton GoBack**.

3 Read the License Agreement, then click **Yes, I agree with the terms of the agreement**.
If you decline, you cannot continue with the installation.

4 Click **Next**.
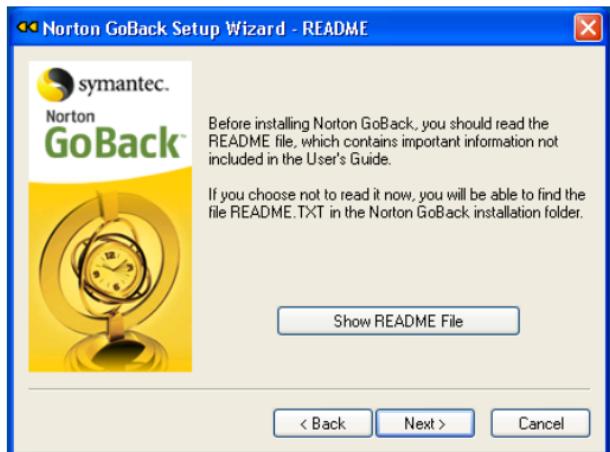
5 To review the Readme file, click **Show README File**.
Close the Readme file, then click **Next**.

6 Type your name, then click **Next**.

7 Select an installation type. Your options are:

Easy Install	This is the recommended option.
Custom Install	This option lets you change the amount of space that is provided for your history files.
	Custom Install lets you indicate how much space to use for each physical drive on your computer. If you select None, that particular drive will not be protected by Norton GoBack. This option is for advanced users.

8 To select a different Destination Folder, click **Browse**, select a directory, then click **Next**.

9 To continue with the default installation settings, ensure that Easy Install is selected, then click **Next**.
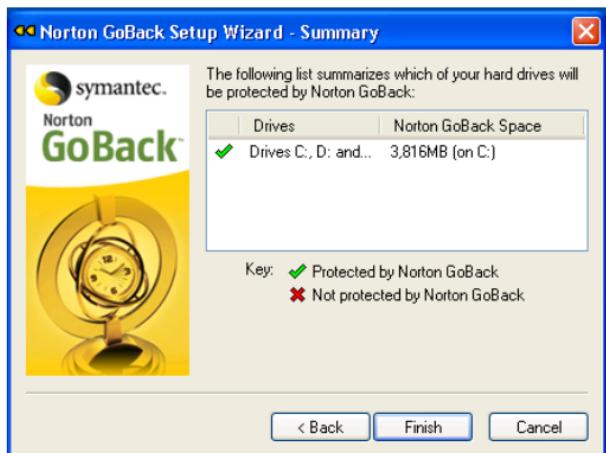
10 Review the information about which hard disks will be protected by Norton GoBack, then click **Finish**.

11 On the next screen, click **Yes** to have the Norton GoBack icon placed on your desktop.

12 Click **OK**.
Your computer will restart to enable Norton GoBack.

After installation

See "Set password protection" on page 43.

If you are administering the computer, you should set Norton GoBack Administrator and User passwords after installation. These passwords, independent of Windows passwords, let you protect Norton GoBack features from unauthorized use.

After installing Norton GoBack you may notice a slight increase in hard disk activity. This is normal and, in most cases, will not affect your computer's performance.

If you need to uninstall Norton GoBack

If you need to remove Norton GoBack from your computer, use the Add/Remove Programs option in the Windows Control Panel.

During uninstallation, Windows may indicate that it is installing software. This is a standard Microsoft installation message and can be disregarded.

To uninstall Norton GoBack

1   Do one of the following:
    - On the Windows taskbar, click **Start** > **Settings** > **Control Panel**.
    - On the Windows XP taskbar, click **Start** > **Control Panel**.

2   In the Control Panel, double-click **Add/Remove Programs**.

3   In the list of currently installed programs, click **Norton GoBack**.

4   Do one of the following:
    - In Windows 98/Me, click **Add/Remove**.
    - In Windows 2000/XP, click **Remove**.

5   Click **Remove All** to confirm that you want to uninstall the product.

6   When you're finished uninstalling Norton GoBack, restart your computer.

Basics

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Basics include general information about how to:

- Start your Symantec product.
- Work with the product.
- Monitor your product's activities.
- Access more information.

Check the version number

You can check the version number of your product on your computer. Use the version number to help you find more information about your product on the Symantec Web site.

To check the version number

1 Start your product.
2 Click **Help and Support**.
3 On the Help menu, click **About <your product name>**.
4 In the About dialog box, select your product name.

Access the Norton GoBack boot menu

Every time you start your computer the Norton GoBack Boot screen appears just before Windows starts. You are given three seconds to press the spacebar to access Norton GoBack's recovery functions. Otherwise, the computer starts normally.

By loading before Windows, Norton GoBack lets you *revert* your hard disk to undo catastrophic software failures or even restore a crashed system (even if Windows will not start).

To access the Norton GoBack boot menu

1 Start your computer.
2 When the Norton GoBack Boot screen appears, press the spacebar.
3 If you decide not to use the boot menu, press **Continue** to proceed with normal startup.

Start Norton GoBack in Windows

Norton GoBack protects any computer on which it is installed and enabled. You do not have to start the program to be protected.

To start Norton GoBack from the Start menu

❖ Do one of the following:
  ▪ On the Windows taskbar, click **Start** > **Programs** > **Norton GoBack**.
  ▪ On the Windows XP taskbar, click **Start** > **All Programs** > **Norton GoBack**.

To start Norton GoBack from the desktop

❖ On the Windows desktop, double-click the Norton GoBack icon.
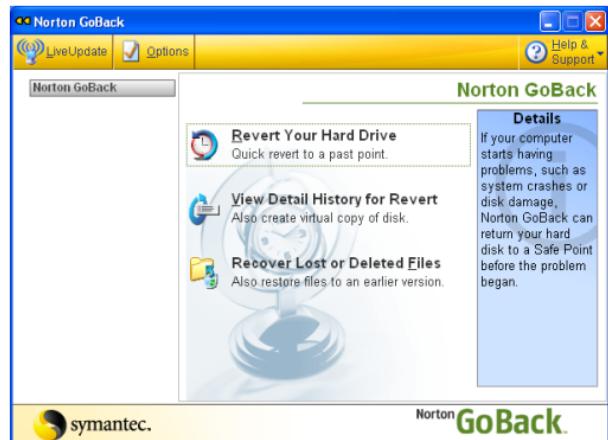
To start Norton GoBack during startup

1 Restart your computer.
2 When the Norton GoBack Boot Screen appears, press the spacebar.

Use the Norton GoBack icon in the Windows system tray

When Norton GoBack is installed, its icon automatically appears in the Windows system tray for easy access when you need to restore your hard disk.

To access Norton GoBack from the Windows system tray

❖ In the Windows system tray, click the Norton GoBack icon.

To hide the Norton GoBack icon in the Windows system tray

1 In the Norton GoBack main window, click **Options**.
2 Uncheck **Icon in System Tray**.
3 Click **OK**.

Disable Norton GoBack

When you disable Norton GoBack, all history information is cleared and you cannot *revert* your hard disk until Norton GoBack is enabled again. Norton GoBack will not track any information while it is disabled.

You can disable Norton GoBack from the main window or from the boot menu.

For more information, see the online Help.

Disabling Norton GoBack requires that you restart your computer.

To disable Norton GoBack from the main window

1 In the Norton GoBack main window, click **Options**.
2 Click **Disable Norton GoBack**.
   A message informs you that disabling Norton GoBack will clear the history and prevent any reverting.
3 Click **OK**.
   Your computer will automatically restart and Norton GoBack will be disabled.

To disable Norton GoBack from the boot menu

1 Restart your computer.
2 When the Norton GoBack Boot Screen appears, press the spacebar.
3 On the Norton GoBack boot menu, click **Disable**.
   A message will appear letting you know that disabling Norton GoBack will clear the history and you will no longer be able to restore data from the past.
4 Click **Yes**.
5 Click **Continue**.
   Your computer will automatically restart and Norton GoBack will be disabled.

To enable Norton GoBack

1 Start Norton GoBack.
2 Click **Yes** to enable Norton GoBack.
   Your computer will automatically restart and Norton GoBack will be enabled.

View detailed time history

You can immediately access a list of events on your hard disk that will help you determine the time or date that you want to select when reverting your disk.

To view your hard disk time history

❖ In the Norton GoBack main window, click **View Detail History for Revert**.
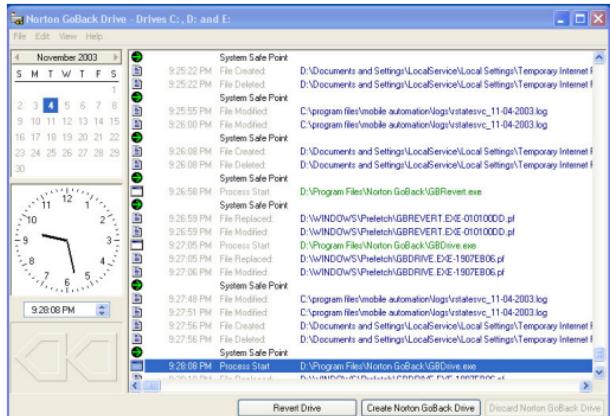
For more information

The product documentation provides glossary terms, online Help, a Readme file, the User's Guide in PDF format, and links to the Knowledge Base on the Symantec Web site.

Look up glossary terms

Technical terms that are italicized in the User's Guide are defined in the glossary, which is available in both the User's Guide PDF and Help. In both locations, clicking a glossary term takes you to its definition.

Use online Help

Help is available throughout Norton GoBack. The Help menu provides a comprehensive guide to all of the product features and tasks that you can complete.

To use online Help

1 At the top of the main window, click **Norton GoBack Help & Support**.
2 In the Help window, in the left pane, select a tab. Your options are:

Contents	Displays the Help by topic
Index	Lists Help topics in alphabetical order by key word
Search	Opens a search field in which you can enter a word or phrase

Readme file

The Readme file contains information about installation and compatibility issues. It also contains technical tips and information about product changes that occurred after this guide went to press. It is installed on your hard disk in the same location as the product files.

To read the Readme file

1 In Windows Explorer, double-click **My Computer**.
2 Double-click the hard disk on which Norton GoBack is installed.
   In most cases, this will be drive C.
3 Click **Program Files** > **Norton GoBack**.
4 Double-click **Readme.txt**.
   The file opens in Notepad or your default word processing program.
5 Close the word processing program when you are done reading the file.

Access the User's Guide PDF

The *Norton GoBack User's Guide* is provided on the CD in PDF format. You must have Adobe Acrobat Reader installed on your computer to read the PDF.

If you purchased this product as an electronic download, Adobe Acrobat Reader was not included. You must download it from the Adobe Web site.

Symantec products on the Web

The Symantec Web site provides extensive information about all Symantec products. There are several ways to access the Symantec Web site. Your options are:

Technical Support Web site	Takes you to the support page of the Symantec Web site, from which you can find updates, patches, online tutorials, Knowledge Base articles, and virus removal tools
Visit the Symantec Web site	Takes you to the main page of the Symantec Web site, from which you can get product information on every Symantec product

To access the Symantec Web site in your browser

❖ On the Internet, go to www.symantec.com.

Restore your hard disk

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If you have a hard disk problem, but you don't know exactly what went wrong, or you don't know which files to restore, you can *revert* your hard disk to a date and time before the problem occurred.

Norton GoBack gives you the choice of restoring your entire hard disk the way that it existed in the past or restoring specific files.

For more information, see the online Help.

If your computer is unable to start Windows, you may be able to recover your hard disk from a time in the past during startup.

About Norton GoBack safe points

Norton GoBack continually monitors all hard disk activity, and when it determines that nothing has been saved to the hard disk for several seconds, it makes a note of the date and time, called a safe point, in its log. A safe point represents a version of your disk that can be used to recover data.

When you want to *revert* your hard disk to a past date and time, Norton GoBack lets you select from a set of safe points because you generally wouldn't want to choose a time when you were in the middle of saving a file.

Restore your disk from Windows

If a problem occurs, you can select from a series of safe points so that you can restore your hard disk to a date and time before the problem occurred.

To restore your hard disk

1   In the Norton GoBack main window, click **Revert your hard drive**.
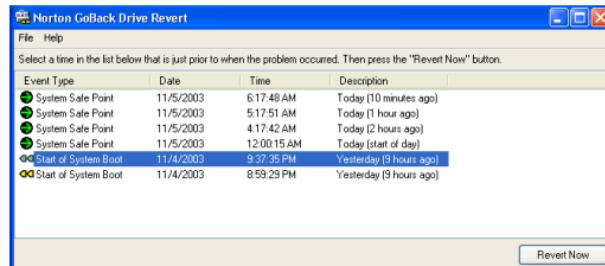
2   In the list of Event Types, select a System Safe Point, or Start of System Boot with a date and time just prior to when the problem occurred.

3   Click **Revert Now**.
    A message informs you that in order to revert your hard disk, your computer must restart.

4   Click **OK**.

A Norton GoBack progress bar appears. After your computer restarts, your hard disk will be restored to the date and time selected and the File Rescue window displays.

Restore changed and deleted files

After you have restored your hard disk to the way it was in the past, you may have changed or deleted some files that you need. Norton GoBack lets you restore those files.

The File Rescue window shows all files that were modified or lost due to any restoring of your hard disk performed over the past 24 hours.

For more information, see the online Help.

The options on the File Rescue window include:

Select a different drive	Depending on your disk configuration, the Drive option on the File menu lets you select the drive from which you want to restore files. If you have one or more drives on your system protected by Norton GoBack, select them on this menu.
Close the window and do not recover any files	Click **GoBack Menu.**
Sort items in list	To find items easily, you can sort them by pressing the heading at the top of the list.
View the content of a file	See "To view the content of a file that is listed in the File Rescue window" on page 31.
Rescue a single file or multiple files	See "To restore files listed in the File Rescue window" on page 31.

To restore files listed in the File Rescue window

1 Click each file that you wish to restore.

2 Click **Rescue Files**.
 The selected files will be saved in their original locations.

To view the content of a file that is listed in the File Rescue window

1 Select the file that you want to view, then press **Open**.
 The file will display in the appropriate program.

2 On the File menu, click **Save As** if you want to save the file to the location of your choice.

3 Close the file.

Restore your hard disk during startup

If your computer is unable to run Windows, you can use the Norton GoBack boot menu to restore your hard disk back to a date and time when Windows was operating normally. The boot menu appears before Windows starts.

It is best to use the most recent safe point listed. If the restore is not successful, try again using a different safe point. Generally, the first or second attempt will succeed in letting your computer's operating system restart.

To restore your hard disk from the boot menu

1 Restart your computer.

2 As soon as the Norton GoBack Boot screen appears, press the spacebar.

3 Click **Revert Drive**.

4 In the Safe Points list, select a date and time.

5 If you need to see more safe points, click **More Times**.

6 Click **Revert**.
A message informs you that in order to revert your hard disk, your computer must restart.

7 Click **OK**.

A Norton GoBack progress bar appears. After your computer restarts, your hard disk will be restored to the date and time selected and the File Rescue window displays.

Restoring files

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Norton GoBack lets you select and restore specific files that have been lost, erased, over-written, or accidentally destroyed.

Norton GoBack gives you the choice of restoring specific files or restoring your entire hard disk the way that it existed in the past.

Restore files

Norton GoBack lets you recover earlier versions of files as well as files that have been overwritten or deleted.

To restore files

1   In the Norton GoBack main window, click **Recover lost or deleted files**.

2 In the Norton Recovery window, select the file that you want to restore.

3 When you have selected the file to restore, click **Recover To**.

4 Save the file in the desired location.

To view the content of a file listed in the Norton Recovery window

1 Select the file that you want to view, then click **Open**. The file will display in the appropriate program.

2 On the File menu, click **Save As** if you want to save the file to the location of your choice.

3 Close the file.

Search for files to restore

The Norton Recovery window has a search feature that allows you to look for specific files or specific types of files.

To search for files in the Norton Recovery window

1 If you know the name of the file that you wish to restore, in the Find Files Matching box, type the file name.

2 Click **Search**.

3 After finding the file, click **Recover To**.

4 Save the file in the desired location.
Your options are:

Select a different drive	Depending on your disk configuration, the Drive option on the File menu lets you select the drive from which you want to restore files. If you have one or more drives on your system protected by Norton GoBack, select them on this menu.
Sort items in list	To find items easily, you can sort items by pressing the heading at the top of the list.

Search for files	See "To search for files in the Norton Recovery window" on page 34.
View the content of a file	See "To view the content of a file listed in the Norton Recovery window" on page 34.
Recover the file	See "To restore files" on page 33.

5 After selecting the file that you wish to recover, do one of the following:

- ◘ To view the content of the file, click **Open**.
  The file will display in the appropriate program. Once the file is opened, you can use the Save As command to restore and save the file in the location of your choice.
- ◘ To recover the file, click **Recover To**.
  The selected file will restore and save the file in its original location.

Using a virtual disk to help restore files

6

A Norton GoBack Drive is a virtual copy of your hard disk as it appeared at a selected safe point in the past. Using a Norton GoBack Drive you can view or restore earlier versions of files and folders. The Norton GoBack drive provides a full view of how your hard disk appeared in the past.

See "Restore your hard disk" on page 29.

Create a Norton GoBack drive

Using the Norton GoBack drive, you can determine if you wish to restore your hard disk, restore selected files, or choose to do neither.

To create a Norton GoBack Drive

1   In the Norton GoBack main window, click **View Detail History for Revert**.
2   In the GoBack drive window, in the list of events, select the Safe Point from which you want to create a virtual drive.
3   Click **Create Norton GoBack Drive**.
4   Use your Windows Explorer or other finder to locate the virtual drive number indicated by Norton GoBack. You can view, copy, and save files from your virtual drive to any location.
5   When finished, return to Norton GoBack, then click **Discard Norton GoBack Drive**.

Set Norton GoBack Drive window settings

You can specify what to display in the Norton GoBack Drive window.

To set Norton GoBack Drive window settings

❖ In the Norton GoBack Drive window, select the desired settings.
Your options are:

Select Drive	The GoBack Drive Window will initially show the first physical hard disk on your computer. To view a different disk, select it on the File menu.
Select Date	Dates for which you can view events appear in bold on the calendar. Clicking on a date will cause the list of events to update with the activity for that date.
Select Time	The clock in the GoBack Drive window provides another way to make a selection from the list of events. When you type a time into the space under the clock and click Enter, it will select the safe point event from the list that is closest to the time that you entered. You can also select a time by moving the hands of the clock with your mouse.

Booting from a CD or floppy disk

7

For programs that require a CD or floppy disk to start, you can use Norton GoBack to ensure that, if needed, you can *revert* back to a date or time before you ran the program.

Because Norton GoBack is activated when your computer starts normally, this feature provides you the additional Norton GoBack protection when starting from a CD or floppy disk.

For more information, see the online Help.

Ⓘ Booting from a CD might also require a setup in your computer's boot order (called BIOS setup utility). For more information on how to adjust this setting, refer to your computer's user manual.

Start a program from a CD or floppy disk

To start from a CD or floppy disk with Norton GoBack protection

1 Restart your computer.

2 When the Norton GoBack Boot screen appears, press the spacebar.

3 Insert the program's floppy disk or CD.

4 On the Norton GoBack boot menu, click **Boot from Floppy/CD**.
Your computer will boot into the program.

Options

8

The default settings for this product provide complete protection for your computer. However, you may want to adjust them to optimize system performance or disable options that do not apply. You can change the product's settings to fit your work environment.

If you are using Windows 2000/XP, you will need administrator access to change options. If you are an administrator and share your computer with others, keep in mind that the changes that you make apply to everyone using the computer.

Set Norton GoBack options

The Options button in the Norton GoBack main window allows you to clear your computer's history, set password levels, and set up Auto-Revert.

Clear Norton GoBack History

Norton GoBack stores history files so that when you need to restore your hard disk or restore specific files, the information is available to you.

Norton GoBack lets you clear this history to make more room for additional history files and to prevent anyone from seeing information that has been changed or deleted.

When you clear Norton GoBack History, you also take away your ability to revert to the times that you have cleared. Norton GoBack cannot restore a history that you have cleared.

To clear Norton GoBack History

1 In the Norton GoBack main window, click **Options**.
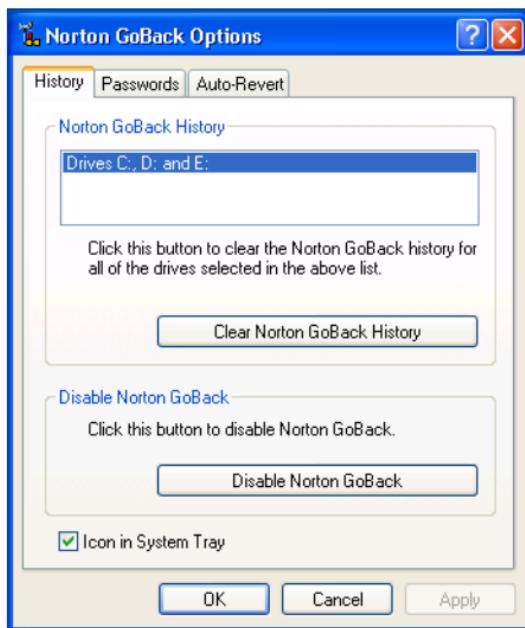
2 On the History tab, select the disk you wish to clear.
3 Click **Clear Norton GoBack History**.
  A message informs you that clearing the history is a permanent action that cannot be undone.
4 To continue clearing the history, click **OK**.

Set password protection

Passwords are used to prevent unauthorized users from using the main features in Norton GoBack.

Passwords should be kept safe and secret. You should not share passwords with another user of your computer. Instead, set up another account. If you don't know how to set up new accounts on your computer, see the Microsoft Windows documentation.

Set or change passwords

After setting passwords, each user will be prompted to type a password to use each GoBack feature.

To set or change the User password

1 In the Norton GoBack main window, click **Options**.
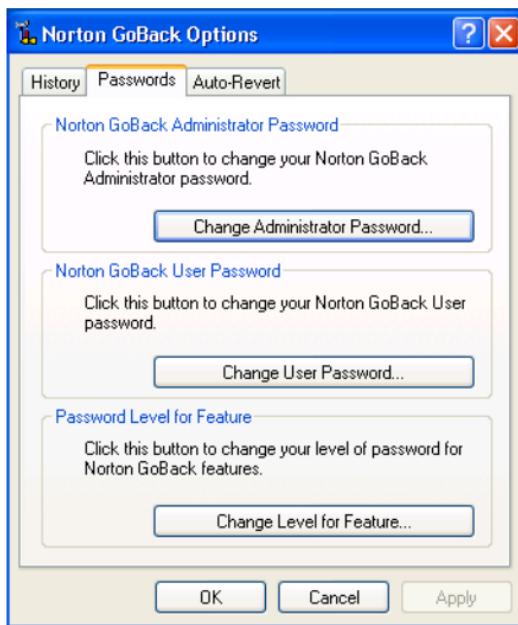
2 On the Passwords tab, click **Change User Password**.

3 Type passwords in the appropriate boxes, then click **OK**.

To set or change the Administrator password

1 In the Norton GoBack main window, click **Options**.

2 On the Passwords tab, click **Change Administrator Password**.

3 Type passwords in the appropriate boxes, then click **OK**.

Set protection levels for specific features

You or your Administrator can set password protection for features, providing one of three levels of protection:

- Administrator
- User
- None

To set protection levels for specific features

1 In the Norton GoBack main window, click **Options**.
2 On the Passwords tab, click **Change Level for Feature**.
3 For each feature listed, select a setting. Your options are:

Admin	Feature is only accessible to Administrator.
User	Feature is accessible to User and Administrator.
None	Feature does not require a password.

4 After setting the feature levels, click **Apply**.
5 Click **OK**.

To return to the original password level feature settings

1 In the Norton GoBack main window, click **Options**.
2 On the Passwords tab, click **Change Level for Feature**.
3 Click **Default**.
4 Click **OK**.

Use Auto-Revert

Auto-Revert is a powerful feature of Norton GoBack that allows you to set up regularly scheduled times to revert your hard disk back to a clean state. A clean state is a condition of your hard disk that you determine. This condition normally has specific programs and files in a certain state.

Activate Auto-Revert

If your computer has multiple users, Auto-Revert ensures that after shutdown, or other specific times or events that you define, the computer is wiped clean and returns to its clean state.

If you do not select a scheduling option, Auto-Revert occurs only when the GoBack History becomes full or you click Auto Revert Now on the Auto-Revert tab.

You can set your Auto-Revert options so that an Auto-Revert is performed when one of the following events occurs:

- A user logs off, shuts down, or restarts Windows.
- A scheduled Auto-Revert time is reached.

For more information, see the online Help.

You can also set regularly scheduled times for an Auto-Revert to occur.

To activate an immediate manual Auto-Revert

1   In the Norton GoBack main window, click **Options**.
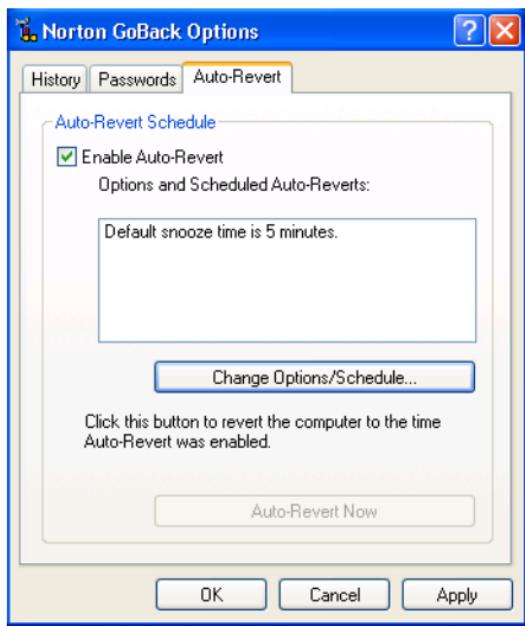
2   On the Auto-Revert tab, click **Auto-Revert Now**.

To disable the Auto-Revert feature

1   In the Norton GoBack main window, click **Options**.

2   On the Auto-Revert tab, uncheck **Enable Auto-Revert**.

3   Click **OK**.

Disabling the Auto-Revert feature does not stop Norton GoBack from protecting your hard disk.

To enable the Auto-Revert feature

1   In the Norton GoBack main window, click **Options**.

2   On the Auto-Revert tab, check **Enable Auto-Revert**.

3   Click **OK**.

Set or change Auto-Revert options

The Auto-Revert options let you define when an Auto-Revert should take place.

To set up or change Auto-Revert options

1 In the Norton GoBack main window, click **Options**.
2 On the Auto-Revert tab, check **Enable Auto-Revert**.
3 Click **Change Options/Schedule**.
4 Under Auto-Revert Options, select one or more options. Your options are:

Auto-Revert on Log Off or Shutdown/ Restart	Reverts the hard disk to a clean state each time that the user logs off or turns off the computer
Auto-Revert on any Restart	Reverts the hard disk to a clean state each time that the user logs off or turns off the computer, or when the computer is improperly shut down and restarted due to a power failure
Detect missed scheduled Auto-Reverts	Reverts the hard disk upon startup each time that the computer detects that it has missed a scheduled Auto-Revert

5 Click **OK**.
6 In the Norton GoBack Options window, click **Apply**.
7 Click **OK**.

Schedule Auto-Revert times

You can define exact times for Auto-Revert to occur.

To schedule Auto-Revert times

1 In the Norton GoBack main window, click **Options**.
2 On the Auto-Revert tab, check **Enable Auto-Revert**.
3 Click **Change Options/Schedule**.

4   Under Scheduled Auto-Revert, select the appropriate time settings. Your options are:

Time	Click the arrows to select the time of day (A.M. or P.M.).
Day	Select the day or days of the week.
Default Snooze Time	Select the number of minutes for snooze time.
Clear All	Click this button to clear all time and day entries that are currently displayed.

5   Click **OK**.

6   In the Norton GoBack Options window, click **Apply**.

7   Click **OK**.

Set a new clean state for Auto-Revert

Occasionally it will be necessary to change the clean state to add or delete a new program or make other modifications to the clean state.

To set a new clean state

1   Activate a manual Auto-Revert.

2   Disable the Auto-Revert feature.

3   Make the change by installing or uninstalling programs or any other modifications to create the new clean state.

4   Reenable the Auto-Revert feature.

5   Click **OK**.

Keeping current with LiveUpdate

9

Symantec products depend on current information to protect your computer from newly discovered threats. Symantec makes this information available to you through LiveUpdate. Using your Internet connection, LiveUpdate obtains program updates and protection updates for your computer.

Your normal Internet access fees apply when you use LiveUpdate.

If your computer uses Windows 2000/XP, you must have Administrator *access privileges* to run LiveUpdate.

About program updates

Program updates are minor improvements to your installed product. These differ from product upgrades, which are newer versions of entire products. Program updates that have self-installers to replace existing software code are called patches. Patches are usually created to extend operating system or hardware compatibility, adjust a performance issue, or fix bugs.

LiveUpdate automates the process of obtaining and installing program updates. It locates and obtains files from an Internet site, installs them, and then deletes the leftover files from your computer.

About protection updates

Protection updates are files that are available from Symantec that keep your Symantec products up-to-date with the latest anti-threat technology. The protection updates you receive depend on which product you are using.

Norton AntiVirus, Norton AntiVirus Professional, Norton SystemWorks, Norton SystemWorks Professional, Symantec AntiVirus for Handhelds – Annual Service Edition	Users of Norton AntiVirus, Norton SystemWorks, and Symantec AntiVirus for Handhelds – Annual Service Edition products receive virus protection updates, which provide access to the latest virus signatures and other technology from Symantec.
Norton Internet Security, Norton Internet Security Professional	In addition to the virus protection updates, users of Norton Internet Security products also receive protection updates for Web filtering, intrusion detection, and Norton AntiSpam.
	The Web filtering protection updates provide the latest lists of Web site addresses and Web site categories that are used to identify inappropriate Web content.
	The intrusion detection updates provide the latest predefined firewall rules and updated lists of applications that access the Internet. These lists are used to identify unauthorized access attempts to your computer.
	Norton AntiSpam updates provide the latest spam definitions and updated lists of spam email characteristics. These lists are used to identify unsolicited email.
Norton Personal Firewall	Users of Norton Personal Firewall receive intrusion detection updates for the latest predefined firewall rules and updated lists of applications that access the Internet.
Norton AntiSpam	Users of Norton AntiSpam receive the latest spam definitions and updated lists of spam email characteristics.

Obtain updates using LiveUpdate

LiveUpdate checks for updates to all of the Symantec products that are installed on your computer.

If your *Internet service provider* does not automatically connect you to the Internet, connect to the Internet first, and then run LiveUpdate.

To obtain updates using LiveUpdate

1 At the top of the main window, click **LiveUpdate**.
2 In the LiveUpdate window, click **Next** to locate updates.
3 If updates are available, click **Next** to download and install them.
4 When the installation is complete, click **Finish**.

Some program updates may require that you restart your computer after you install them.

When you should update

Run LiveUpdate as soon as you have installed your product. Once you know that your files are up-to-date, run LiveUpdate regularly to obtain updates. For example, to keep your virus protection current, you should use LiveUpdate once a week or whenever new viruses are discovered. Program updates are released on an as-needed basis.

Set LiveUpdate to Interactive or Express mode

LiveUpdate runs in either Interactive or Express mode. In Interactive mode (the default), LiveUpdate *downloads* a list of updates that are available for your Symantec products that are supported by LiveUpdate technology. You can then choose which updates you want to install. In Express mode, LiveUpdate automatically installs all available updates for your Symantec products.

To set LiveUpdate to Interactive or Express mode

1 At the top of the main window, click **LiveUpdate**.
2 In the LiveUpdate welcome screen, click **Configure**.
3 In the LiveUpdate Configuration dialog box, on the General tab, select the mode that you want. Your options are:

Interactive Mode	Gives you the option of choosing which updates you want to install
Express Mode	Automatically installs all available updates

4 If you selected Express Mode, select how you want to start checking for updates. Your options are:

I want to press the start button to run LiveUpdate	Gives you the option of cancelling the update
I want LiveUpdate to start automatically	Installs updates automatically whenever you start LiveUpdate

5 To have access to a Symantec self-help Web site in the event that an error occurs while using LiveUpdate, check **Enable Enhanced Error Support**.
6 Click **OK**.

Turn off Express mode

Once you have set LiveUpdate to run in Express mode, you can no longer access the LiveUpdate Configuration dialog box directly from LiveUpdate. You must use the Symantec LiveUpdate control panel.

To turn off Express mode

1 On the Windows taskbar, click **Start** > **Settings** > **Control Panel**.
2 In the Control Panel window, double-click **Symantec LiveUpdate**.
3 In the LiveUpdate Configuration dialog box, on the General tab, click **Interactive Mode**.
4 Click **OK**.

Troubleshooting

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If you need more information about resolving a problem, there is a wealth of information on the Symantec Web site.

Explore the Symantec service and support Web site

On the Symantec service and support Web site, you can find the latest protection and program updates, patches, online tutorials, Knowledge Base articles, and virus removal tools.

To explore the Symantec service and support Web site

1   On the Internet, go to www.symantec.com/techsupp
2   On the service and support Web page, under the heading home & home office/small business, click **Continue**.
3   On the home & home office/small business page, click **start online support**.
4   Follow the links to the information that you want.

If you cannot find what you are looking for using the links on the introduction page, try searching the Web site.

To search the Symantec service and support Web site

1 On the left side of any Symantec Web site page, click **search**.

2 On the search page, type a word or phrase that best represents the information for which you are looking. Use the following guidelines when searching the Symantec Web site:

   ◾ Type a single word in lowercase letters to find all occurrences of the word, including partial matches. For example, type install to find articles that include the word install, installation, installing, and so on.

   ◾ Type multiple words to find all occurrences of any of the words. For example, type virus definitions to find articles that include virus or definitions or both.

   ◾ Type a phrase enclosed in quotation marks to find articles that include this exact phrase.

   ◾ Type a plus (+) sign in front of all of the search terms to retrieve documents containing all of the words. For example, +Internet +Security finds articles containing both words.

   ◾ For an exact match, type the search words in uppercase letters.

   ◾ To search for multiple phrases, enclose each phrase in quotation marks and use commas to separate the phrases. For example, "purchase product", "MAC", "Norton SystemWorks" searches for all three phrases, and finds all articles that include any of these phrases.

3 Select the area of the Web site that you want to search.

4 Click **Search**.

Troubleshoot Norton GoBack

Use these suggestions and this additional information to help solve problems and answer questions while using Norton GoBack.

How is a new hard disk protected?

Before adding or replacing hard disks, uninstall Norton GoBack (using Add/Remove Programs in the Windows Control Panel). Remember, when you uninstall Norton GoBack, any history that Norton GoBack has collected will be deleted. After successfully installing the new hard disk(s), reinstall Norton GoBack.

How do I protect confidential data?

If you are concerned about security, be sure to use the password option to protect your computer and your files.

If you want to add additional security to your confidential data, you can delete the data that Norton GoBack has been collecting by clearing your computer's history. Keep in mind that after the GoBack history has been cleared, you can no longer view or retrieve data collected before this time.

Why is there increased disk activity after installing GoBack?

Norton GoBack is designed to track all write activity to your hard disk on a sector-by-sector level. This means that all programs' hard disk writes will be tracked by Norton GoBack. This may be more noticeable if you have programs that make extensive disk writes to their log or other program files (examples of this type of software include antivirus and firewall software).

For more information, see the online Help.

Service and support solutions

The Service & Support Web site at http://service.symantec.com supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at http://service.symantec.com tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Replace defective CD-ROMs and manuals.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at:
http://www.symantecstore.com

Technical support

Symantec offers two technical support options for help
with installing, configuring, or troubleshooting Symantec
products:

- Online Service and Support
  Connect to the Symantec Service & Support Web site
  at http://service.symantec.com, select your user type,
  and then select your product and version. You can
  access hot topics, Knowledge Base articles, tutorials,
  contact options, and more. You can also post a
  question to an online Technical Support
  representative.

- PriorityCare telephone support
  This fee-based (in most areas) telephone support is
  available to all registered customers. Find the phone
  number for your product at the Service & Support
  Web site. You'll be led through the online options
  first, and then to the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer
be marketed or sold, telephone support is discontinued
60 days later. Technical information may still be
available through the Service & Support Web site at:
http://service.symantec.com

Subscription policy

If your Symantec product includes virus, firewall, or Web
content protection, you may be entitled to receive
updates via LiveUpdate. Subscription length varies by
Symantec product.

After your initial subscription ends, you must renew it
before you can update your virus, firewall, or Web

content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to http://service.symantec.com and select your region under Global Service and Support.

Service and support offices

North America

Symantec Corporation
555 International Way
Springfield, OR 97477
U.S.A.

http://www.symantec.com/

Australia and New Zealand

Symantec Australia
Level 2, 1 Julius Avenue
North Ryde, NSW 2113
Sydney
Australia

http://www.symantec.com/region/reg_ap/
+61 (2) 8879-1000
Fax: +61 (2) 8879-1001

Europe, Middle East, and Africa

Symantec Authorized Service Center
Postbus 1029
3600 BA Maarssen
The Netherlands

http://www.symantec.com/region/reg_eu/
+353 (1) 811 8032

Latin America

Symantec Brasil
Market Place Tower
Av. Dr. Chucri Zaidan, 920
12° andar
São Paulo – SP
CEP: 04583-904
Brasil, SA

Portuguese:
http://www.service.symantec.com/br
Spanish:
http://www.service.symantec.com/mx
Brazil: +55 (11) 5189-6300
Mexico: +52 55 5322 3681 (Mexico DF)
01 800 711 8443 (Interior)
Argentina: +54 (11) 5382-3802

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Glossary

access privileges	The types of operations that a user can perform on a system resource. For example, a user can have the ability to access a certain directory and open, modify, or delete its contents.
ActiveSync	The synchronization software for Microsoft Windows-based Pocket PCs.
ActiveX	A method of embedding interactive programs into Web pages. The programs, which are called controls, run when you view the page.
alert	A message that appears to signal that an error has occurred or that there is a task that requires immediate attention, such as a system crash or a Virus Alert.
alias	A shortcut icon that points to an original object such as a file, folder, or disk.
AppleTalk	A protocol that is used by some network devices such as printers and servers to communicate.
attack signature	A data pattern that is characteristic of an Internet attack. Intrusion Detection uses attack signatures to distinguish attacks from legitimate traffic.
beam	To transfer certain programs and data between two handheld devices using built-in infrared technology.
boot	The process of starting your computer.

boot record	A sector at the start of a disk that describes the disk (sector size, cluster size, and so on). On startup disks, the boot record also has a program that loads the operating system.
bootable disk	A disk that can be used to start a computer.
cache	A location on your disk in which data is stored for reuse. A Web browser cache stores Web pages and files (such as graphics) as you view them.
cache file	A file that is used to improve the performance of Windows.
compressed file	A file whose content has been made smaller so that the resulting data occupies less physical space on the disk.
connection-based protocol	A protocol that requires a connection before information packets are transmitted.
connectionless protocol	A protocol that sends a transmission to a destination address on a network without establishing a connection.
cookie	A file that some Web servers put on your disk when you view pages from those servers. Cookies store preferences, create online shopping carts, and identify repeat visitors.
denial-of-service attack	A user or program that takes up all of the system resources by launching a multitude of requests, leaving no resources, and thereby denying service to other users.
DHCP (Dynamic Host Configuration Protocol)	A TCP/IP protocol that assigns a temporary IP address to each device on a network. DSL and cable routers use DHCP to allow multiple computers to share a single Internet connection.
dial-up	A connection in which a computer calls a server and operates as a local workstation on the network.

DNS (Domain Name System)	The naming system used on the Internet. DNS translates domain names (such as www.symantec.com) into IP addresses that computers understand (such as 206.204.212.71).
DNS server (Domain Name System server)	A computer that maps domain names to IP addresses. When you visit www.symantec.com, your computer contacts a DNS server that translates the domain name into an IP address (206.204.212.71).
domain	The common Internet address for a single company or organization (such as symantec.com). See also host name.
DOS window	A method of accessing the MS-DOS operating system to execute DOS programs through the Windows graphical environment.
download	To transfer a copy of a file or program from the Internet, a server, or computer system to another server or computer.
driver	Software instructions for interpreting commands for transfer to and from peripheral devices and a computer.
encryption	Encoding data in such a way that only a person with the correct password or cryptographic key can read it. This prevents unauthorized users from viewing or tampering with the data.
Ethernet	A common method of networking computers in a LAN (local area network). Ethernet cables, which look like oversized phone cables, carry data at 10M/100M/1G bps.
executable file	A file containing program code that can be run. Generally includes any file that is a program, extension, or system files whose names end with .bat, .exe, or .com.

extension	The three-letter ending on a file name that associates the file with an activity or program. Examples include .txt (text) and .exe (executable program).
FAT (file allocation table)	A system table (used primarily by DOS and Windows 9x/Me) that organizes the exact location of the files on the hard drive.
file revision	A previously saved version of a file that is stored within GoBack History.
file type	A code that associates the file with a program or activity, often appearing as the file name extension, such as .txt or .jpeg.
Finder	The program that manages your Macintosh disk and file activity and display.
firewall rule	Parameters that define how a firewall reacts to specific data or network communications. A firewall rule usually contains a data pattern and an action to take if the pattern is found.
fragmented	When the data that makes up a file is stored in noncontiguous clusters across a disk. A fragmented file takes longer to read from the disk than an unfragmented file.
fragmented IP packet	An IP packet that has been split into parts. Packets are fragmented if they exceed a network's maximum packet size, but malicious users also fragment them to hide Internet attacks.
FTP (File Transfer Protocol)	An application protocol used for transferring files between computers over TCP/IP networks such as the Internet.
GoBack Drive	A virtual drive that is created using Norton GoBack and is used like any other drive. You can use a GoBack Drive to retrieve or view earlier versions of your files.

hidden attribute	A file attribute that makes files harder to access and more difficult to delete than other files. It also prevents them from appearing in a DOS or Windows directory list.
host name	The name by which most users refer to a Web site. For example, www.symantec.com is the host name for the Symantec Web site. Host names are translated to IP addresses by the DNS.
HotSync	The synchronization software for Palm OS handheld devices.
HTML (Hypertext Markup Language)	The language used to create Web pages.
ICMP (Internet Control Message Protocol)	An extension to the basic Internet Protocol (IP) that provides feedback about network problems.
IGMP (Internet Group Management Protocol)	An extension to the basic Internet Protocol (IP) that is used to broadcast multimedia over the Internet.
IMAP4 (Internet Message Access Protocol version 4)	One of the two most popular protocols for receiving email. IMAP makes messages available to read and manage without downloading them to your computer.
infrared (IR) port	A communication port on a handheld device for interfacing with an infrared-capable device. Infrared ports do not use cables.
IP (Internet Protocol)	The protocol that underlies most Internet traffic. IP determines how data flows from one computer to another. Computers on the Internet have IP addresses that uniquely identify them.
IP address (Internet Protocol address)	A numeric identifier that uniquely identifies a computer on the Internet. IP addresses are usually shown as four groups of numbers separated by periods. For example, 206.204.52.71.

ISP (Internet service provider)	A company that supplies Internet access to individuals and companies. Most ISPs offer additional Internet connectivity services, such as Web site hosting.
Java	A programming language used to create small programs called applets. Java applets can be used to create interactive content on Web pages.
JavaScript	A scripting language used to enhance Web pages. Most sites use JavaScript to add simple interactivity to pages, but some use it to open pop-up ads and reset visitors' homepages.
macro	A simple software program that can be started by a specific keystroke or a series of keystrokes. Macros can be used to automate repetitive tasks.
NAT (network address translation)	A method of mapping private IP addresses to a single public IP address. NAT allows multiple computers to share a single public IP address. Most DSL and cable routers support NAT.
network address	The portion of an IP address that is shared by all computers on a network or subnet. For example, 10.0.1.1 and 10.0.1.8 are part of the network address 10.0.1.0.
NTFS (NTFS file system)	A system table (used primarily by Windows 2000/XP) that organizes the exact location of all the files on the hard drive.
packet	The basic unit of data on the Internet. Along with the data, each packet includes a header that describes the packet's destination and how the data should be processed.
partition	A portion of a disk that is prepared and set aside by a special disk utility to function as a separate disk.
POP3 (Post Office Protocol version 3)	One of the two most popular protocols for receiving email. POP3 requires that you download messages to read them.

port	A connection between two computers. TCP/IP and UDP use ports to indicate the type of server program that should handle a connection. Each port is identified by a number.
port number	A number used to identify a particular Internet service. Internet packets include the port number to help recipient computers decide which program should handle the data.
PPP (Point-to-Point Protocol)	A protocol for communication between two computers using a dial-up connection. PPP provides error-checking features.
protocol	A set of rules governing the communication and transfer of data between computers. Examples of protocols include HTTP and FTP.
proxy	A computer or program that redirects incoming and outgoing traffic between computers or networks. Proxies are often used to protect computers and networks from outside threats.
recover	To retrieve a file that existed at some point in the past and save it in the present.
registry	A category of data stored in the Windows registry that describes user preferences, hardware settings, and other configuration information. Registry data is accessed using registry keys.
removable media	Disks that can be removed, as opposed to those that cannot. Some examples of removable media are floppy disks, CDs, DVDs, and Zip disks.
rescue	To open, review, and restore any file that was deleted or modified as a result of a drive revert.
revert	To change an entire physical disk to the way it was at some point in the past.

router	A device that forwards information between computers and networks. Routers are used to manage the paths that data takes over a network. Many cable and DSL modems include routers.
script	A program, written in a scripting language such as VBScript or JavaScript, that consists of a set of instructions that can run without user interaction.
service	General term for the process of offering information access to other computers. Common services include Web service and FTP service. Computers offering services are called servers.
SSL (Secure Sockets Layer)	A protocol for secure online communication. Messages sent using SSL are encrypted to prevent unauthorized viewing. SSL is often used to protect financial information.
subnet	A local area network that is part of a larger intranet or the Internet.
subnet mask	A code, in the form of an IP address, that computers use to determine which part of an IP address identifies the subnet and which part identifies an individual computer on that subnet.
synchronize	The process by which a handheld device and computer compare files to ensure that they contain the same data.
TCP/IP (Transmission Control Protocol/ Internet Protocol)	Standard protocols used for most Internet communication. TCP establishes connections between computers and verifies that data is properly received. IP determines how the data is routed.
threat	A program with the potential to cause damage to a computer by destruction, disclosure, modification of data, or denial of service.
Trojan horse	A program containing malicious code that is disguised as or hiding in something benign, such as a game or utility.

UDP (User Datagram Protocol)	A protocol commonly used for streaming media. Unlike TCP, UDP does not establish a connection before sending data and it does not verify that the data is properly received.
virus definition	Virus information that an antivirus program uses to identify and alert you to the presence of a specific virus.
wildcard characters	Special characters (like *, $, and ?) that act as placeholders for one or more characters. Wildcards let you match several items with a single specification.
worm	A program that replicates without infecting other programs. Some worms spread by copying themselves from disk to disk, while others replicate only in memory to slow a computer down.

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